COMPLETE LISTING OF CLAIMS
IN ASCENDING ORDER WITH STATUS INDICATOR

THIS LISTING OF CLAIMS WILL REPLACE ALL PRIOR VERSIONS AND LISTINGS OF CLAIMS IN THE APPLICATION.

27. (Previously Presented) A method for parsing nested electronic mail documents over a computer network, the method comprising the steps of:

retrieving a complaint from a complainant about an incident over the computer network;

parsing the complaint into a plurality of components, wherein the step of parsing includes breaking up an electronic mail message nested in the complaint into the plurality of components;

normalizing one of the plurality of components; and

using an analysis protocol on one of the plurality of components to extract information relating to the complaint.

28. (Previously Presented) The method of Claim 27, wherein the parsing step further includes locating a header in one of the plurality of components.

29. (Previously Presented) The method of Claim 28, further including the step of locating a header keyword in the header.

30. (Previously Presented) The method of Claim 29, wherein the normalizing step includes removing at least one character from the header based on the header keyword.

31. (Previously Presented) The method of Claim 27, further including the step of locating a Received line in one of the plurality of components.

32. (Previously Presented) The method of Claim 31, further including the step of validating a source IP address from the Received line.

33. (Previously Presented) The method of Claim 32, wherein the source IP address is validated by locating one or more delimiters in the Received line.

2

34. (Previously Presented) The method of Claim 27, further including the step of categorizing the complaint into a category.

35. (Previously Presented) The method of Claim 27, wherein the extracted information comprises one of a complaint tracking code, a source IP address, a Received Line, a First Line, a URL, and a body of one of the plurality of components.

36. (Previously Presented) The method of Claim 35, wherein the extracted information forms a record of a database.

37. (Previously Presented) A method for parsing nested electronic mail documents over a computer network, the method comprising the steps of:

retrieving a complaint from a complainant about an incident over the computer network;

parsing the complaint into a body and a header, wherein the step of parsing includes breaking up an electronic mail message nested in the complaint into the body and the header of the complaint;

normalizing the body and the header of the complaint; and

extracting specific fields from the body and the header of the complaint using an analysis protocol.

38. (Previously Presented) The method of Claim 37, further including the step of locating a header keyword in the header of the complaint.

39. (Previously Presented) The method of Claim 38, further including the step of removing at least one character from the header based on the header keyword.

40. (Previously Presented) The method of Claim 37, further including the step of locating a Received line in one of the plurality of components.

41. (Previously Presented) The method of Claim 40, further including the step of validating a source IP address from the Received line.

3

42. (Previously Presented) The method of Claim 41, further including the step of using the Received line to validate an IP address of a source of the complaint.

43. (Previously Presented) The method of Claim 42, wherein the IP address of the source of the complaint is validated by locating one or more delimiters in the Received line.

44. (Previously Presented) The method of Claim 37, further including the step of categorizing the complaint to determine an action based on a category of the complaint.

45. (Previously Presented) The method of Claim 37, wherein the extracted fields comprise one of a complaint tracking code from the header of the complaint, an IP address from the header of the complaint, a Received Line from the header of the complaint, a First Line from the body of the complaint, and a URL from the body of the complaint.

46. (Previously Presented) A system for processing a complaint received over a computer network, comprising:

a message parser adapted to break a message into a plurality of message components, wherein the message comprises an electronic mail message nested in the complaint;

a normalizer for converting at least one of the plurality of message components into a common presentation format associated with that message component; and

an analysis protocol adapted to analyze the plurality of message components by way of the common presentation format.

47. (Previously Presented) The system of Claim 46, wherein the analysis protocol further includes an extractor adapted to isolate specific information in the message in accordance with predetermined criteria.

48. (Previously Presented) The system of Claim 47, wherein the extractor searches for at least one of an IP address, a domain name, and an electronic mail address.

49. (Previously Presented) The system of Claim 48, wherein the extractor identifies an alphanumeric character associated with the IP address, the domain name or the electronic mail address.

4

Docket No.: 01-8001

50.   (Previously Presented)   The system of Claim 46, wherein the message components include a header and a body.

51. (Previously Presented) A system for processing a complaint relating to a service disruption over a computer network, comprising:

    an organization for providing services for a complainant on a computer network,

wherein the organization retrieves a complaint from the complainant relating to the service disruption and processes the complaint by parsing the complaint into a plurality of components, normalizing the plurality of components, and extracting specific fields from at least one of the plurality of components of the complaint, and

wherein the step of parsing includes breaking up an electronic mail message nested in the complaint into the plurality of components.

52. (Previously Presented) The system according to Claim 51, wherein one of the specific fields comprises a source IP address.

5